

Jinko Solar Grievance, Complaint and Report

Management Policy

I Introduction

To enable the timely identification and resolution of any social-responsibility risks or shortcomings within Jinko Solar Co., Ltd. (referred to as “Jinko Solar” or “the Company”), to continuously enhance management capabilities and information transparency, and to foster mutually beneficial relationships with all internal and external stakeholders, the Company hereby publicly issues this Grievance, Complaint and Whistle-blowing Management Policy (referred to as “the Policy”). The Policy clearly sets out the channels and methods for lodging grievances, complaints and reports, the intake and handling procedures, protective measures for whistle-blowers, and the incentive mechanisms.

II Scope of Application

The Policy applies to the Company and all of its subsidiaries and affiliates. Any internal or external stakeholder—including directors, senior management, employees at all levels, service providers, suppliers, and other business partners—may submit opinions, suggestions, grievances, complaints, or reports regarding any actual or potential breach, misconduct, or unlawful act attributable to the Company or its subsidiaries/holding companies, their products, operations, or business relationships. Examples include child labour, human rights violations, complicity, harassment, environmental or social harm, unfair or unjustified dismissal, forced labour, modern slavery, bribery, money-laundering, discrimination, unauthorized disclosure, and anti-competitive practices.

III Release Statement

The Company's corporate social responsibility are overseen by the Board of Directors as the highest decision-making and supervisory body. The release of relevant policies and commitments has been approved by the Company's Board of Directors and senior management. Generally, the review and revision cycle of the Policy is yearly, to ensure the timeliness and applicability of the Policy. The Policy is prepared in both Chinese and English versions. Any inconsistency between the Chinese and English versions, the Chinese version shall prevail.

IV Channels and Methods for Grievances, Complaints and Reports

The Company maintains formal, publicly accessible channels for submitting grievances, complaints and reports, and encourages all stakeholders to identify and report risks proactively. The available channels and methods are disclosed in the Policy and through other open, transparent means to ensure they are readily accessible to all stakeholders. Any grievance, complaint or report may be submitted anonymously or with identification through the following routes:

The Company has designated the Jincai mini-programs “Clean Jinko” and the “U-talk with Executives” (collectively, the “Internal Online Portals”) as dedicated internal online channels for submitting grievances, complaints and reports. Dedicated locked suggestion boxes are also installed at every operating site. In addition, internal stakeholders may lodge concerns through their line managers or via the Supervision Department, Internal Audit Department, Information Security & Confidentiality Management Department, Safety Committee Office, HR Business Partners, Public Administration Department and any other relevant internal department or function.

In addition, the Company operates a unified whistle-blowing hotline (+86 021-5180

8616 or internal extension 6616), e-mail address (jubao@jinkosolar.com) and postal channel (Supervision Department: Jinko Solar Center, Lane 1466, Shenchang Road, Minhang District, Shanghai, please mark “Report”). Separate mailboxes are maintained for information-security & confidentiality issues (JKIS@jinkosolar.com) and for environment & occupational health and safety issues (ehs.sr@jinkosolar.com). A dedicated postal channel for information-security & confidentiality reports is also provided (Information Security & Confidentiality Management Department: Jinko Solar Center, Lane 1466, Shenchang Road, Minhang District, Shanghai, please mark “Information Security & Confidentiality Report”).

V Grievance, Complaint and Report Handling Process

All internal and external grievances, complaints, and reports are investigated and handled by departments with investigative mandate. Pursuant to the *Regulations on the Management of Employee Discipline and Violations*, these departments with investigative mandate include the Supervision Department, Internal Audit Department, Information Security & Confidentiality Management Department, Safety Committee Office, HR Business Partners, and Public Administration Department.

The Company’s grievance, complaint and report handling procedure is as follows:

Step 1: Upon receiving the grievance, complaint or report, the department promptly reviews the submission, identifies the department with jurisdiction, and provides an acknowledgement within three working days. If the matter falls within its jurisdiction, the department assigns a designated officer to conduct the investigation; if it belongs to another department, it transfers the case—under strict confidentiality—to the competent department for handling.

Step 2: Investigation Initiation. If the investigation substantiates the allegation, an investigation report is issued; if the allegations are unfounded, the investigation is immediately terminated and the case is closed. When any violation, misconduct or

unlawful act is confirmed, the Company will instruct the individual to cease the relevant conduct immediately.

Step 3: Submit the incident investigation report to the Company Disciplinary Committee for collective review of the nature and severity of the violation and for proposed sanctions. The Committee then issues a disciplinary recommendation and penalty notice. After senior-management approval, the proposed sanctions are sent to the respondent for final acknowledgment. Follow-up checks are then conducted at irregular intervals to ensure the case is fully closed and that no retaliation occurs.

In accordance with the *Regulations on the Management of Employee Discipline and Violations* and based on the gravity of each case, the Company will impose sanctions on internal misconduct—including, but not limited to, verbal or written warning, recorded demerit, demotion and termination of employment. Any internal or external party suspected of criminal conduct will be reported to the competent law-enforcement or judicial authorities and/or pursued through legal channels for compensation to protect the Company's reputation and legitimate rights. The Company will also implement corrective and preventive actions—such as optimizing internal-control procedures, strengthening training, enhancing management systems, and conducting more rigorous supervisory audits—to prevent similar incidents from recurring.

VI Non-Retaliation Policy and Confidentiality

In handling any grievance, complaint or report, the Company adheres to the principles of objectivity, due process, confidentiality and timeliness, and permits the complainant to remain anonymous at their discretion. Personnel with access to a case must keep the information provided and the complainant's identity strictly confidential; all related documents are classified as highly confidential and may not be accessed without prior approval. Disclosure or transmission of any grievance,

complaint, report or related evidence to the respondent is strictly prohibited so as to protect the complainant's legitimate rights and interests and to prevent retaliation.

Prohibited retaliatory acts include, but are not limited to: bullying, intimidation or threats; unlawful or illegitimate termination or withdrawal of benefits; unjustified reduction of compensation; unjustifiably negative performance appraisals; unwarranted exclusion from Company activities or meetings; defamation, slander or derogatory remarks; disciplinary action without just cause; wrongful dismissal; ostracism at work; and unreasonable work assignments.

The Company maintains a zero-tolerance stance toward all forms of retaliation. Internal whistle-blowers who believe they have suffered retaliatory treatment may file a grievance or complaint with their line manager or any department with investigative mandate; external whistle-blowers may do so through trade associations or judicial authorities, and other relevant bodies. Individuals whose serious breach of confidentiality causes substantial harm to a whistle-blower's legitimate rights and interests will, where appropriate, be referred to the judicial authorities for criminal prosecution.

VII Incentive Mechanism

To encourage stakeholders to report verified misconduct, individuals who submit reports with identification that are subsequently substantiated will receive appropriate commendation or reward at the Company's discretion. Details are set out in the *Integrity Reporting and Reward and Punishment Management System*, the *Information Security and Confidentiality Reporting and Suggestions Management Measures*, and the *Regulations on the Management of Employee Discipline and Violations* and other relevant internal policies. Stakeholders who know of a violation and conceal it, or who obstruct or disrupt an investigation, will face appropriate disciplinary or legal action in accordance with the aforementioned regulations.

